

SV ASQ January 2009 ENEWS

This message is sent by the Silicon Valley Section of the American Society for Quality as a benefit of your membership.

Dear Quality Colleagues,

The Silicon Valley American Society for Quality (SVASQ) Section brings you this monthly email newsletter to give you a quick look at the news about the Silicon Valley Section, the ASQ and the local quality world. If you have an information posting to share with our quality colleagues, please send it to the SV ASQ E-News Editor, m.shovlin@comcast.net. And be sure to check out information on the website at <http://www.asq-silicon-valley.org>. You will find technical and certification course information, SV ASQ contacts, past meeting presentations, job postings and more!

- A special request from ASQ HQ:

ASQ Section Satisfaction and Loyalty Study Open

What can your ASQ section do to make your experience better? Take our survey and let us know. Your input gives section leaders guidance for creating opportunities focused on member needs. This allows your ASQ section to provide the products and services that are most important and beneficial to you.

In January, all ASQ members are being asked to provide feedback on how well their ASQ section is serving their needs. We would appreciate your participation in this survey. Your answers will be kept confidential and reported to ASQ management only in the aggregate.

Participants will be entered into a drawing to win one of four 2009 ASQ World Conference on Quality Improvement registrations (a \$925 value). The conference is May 18-20, 2009 in Minneapolis, MN. Email invitations or postcards were sent to ASQ members beginning January 5. The study will be open through January 31. If you did not receive this email and wish to participate, please visit <http://www.asq.org/mr/09-sect-sat.html>.

We appreciate your input – thank you! Your Silicon Valley ASQ Section #0613

- A special note from our Education Chair, Don Evans:

ASQ Course Contest – win an ASQ online class – all it takes is an email.

ASQ Section 0613 invites you to participate in a blind drawing for an online prepaid class. If you are interested in the class send an email to Don Evans at dfevans-1@comcast.net with Name, return email, and ASQ member number.

All names submitted will be put into a drawing which will be held at the Dinner Forum in January. You do not need to be present to win. The winner will be published in the next ENEWS and be notified by return email with full details on participating in the course. This course will earn 0.2 CEUs towards recertification.

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1) Join us Meeting for the January Dinner Forum January 21, 2009, focused on Quality in Education! Location: Biltmore Hotel, 2151 Laurelwood Rd, Santa Clara, CA 95054 (408) 9881. Meeting location: <http://www.hotelbiltmore.com/> Register at <http://www.asq-silicon-valley.org>.

Agenda: 5:30pm - 5:45pm - Networking/ Registration ; 5:45pm - 6:30pm - Dinner ; 6:15pm - 6:30pm - ASQ Silicon Valley Section Business Update ; 6:30pm - 8:30pm - Presentation

Topic: Quality in public education is making a positive impact in the classroom. The Mountain View Whisman School began embracing Quality in October 2006, leveraging the knowledge and expertise of ASQ. From strategic planning and goal alignment to customer satisfaction and classroom data centers, learn how Quality tools and skills are being deployed in classrooms with unexpected speed and acceptance by students, teachers, administrators and parents. Dr. Ghysels will provide an update on this effort and address how you can become involved in this exciting and refreshing change.

Speaker Bio: Dr. Maurice Ghysels has 24 years of leadership and management experience and helps leaders become successful in public education, corporations and non-profit organizations. Maurice is currently the Superintendent of the Mountain View-Whisman School District located in the heart of California's Silicon Valley where he is committed to providing students with an *Education for the World Ahead*. With a passion for academic excellence, strong community and a broad worldview, Maurice works collaboratively on the behalf of all students. In this leadership capacity, he is held accountable to the School Board of Trustees and enthusiastically serves the parents and citizens of Mountain View.

Dr. Ghysels has experience not only as a teacher and educational leader; he also has extensive corporate and consultant experience. Prior to joining the Mountain View Whisman School District, he served as the Deputy Superintendent and Chief Operations Officer for the Campbell Union School District. Also serving as a middle and high school principal, he has worked in the school districts of Pleasanton, Mt. Diablo and San Ramon. Maurice began his professional career in California public schools as a high school teacher of economics, mathematics, music and leadership.

- Please note that presentations from the dinner meetings are uploaded on our new website (under Presentations menu). Here is the link: http://www.asq-silicon-valley.org/index.php?option=com_docman&task=cat_view&gid=17&Itemid=31

Changed Registration Process: A note from Arrangements Chair, Glenn Hansen: You can now register for the forum only (still through Acteva), which helps us estimate how many extra chairs to obtain. We will try to add the meal choice within the next two months as well, so we can better estimate who wants which meals. Please register by Monday morning before the forum, as we have to present a firm count to the Biltmore by noon. While they can usually accommodate extra reservations, it causes more work for everyone involved.

Please remember to take a receipt at the Registration desk – whether you register via Acteva or not. These receipts provide evidence for company reimbursement and for Recertification points when recertifying. Thank You.

Check out our website – we are populating it with many features and need your feedback: <http://www.asq.silicon-valley.org!>

2) Future SV ASQ Dinner Meetings & Events

January 21, 2009 Quality in Education: Whisman School District Quality Program Update with Maurice Ghysels

February 18, 2009 ISO 9001-2008 Updates: Panel Discussion

- March 18, 2009 Quality Leadership with John Navarro
- April 15, 2009 Social Responsibility, Risk, Reliability, and Uncertainty with Larry George
- May 20, 2009 QMS - Starting from Scratch with Kevin Van Dewark
- June 17, 2009 5 Key Quality Metrics plus quality tools (Lean, TQM , Six Sigma) with Ron Person

We are planning our 2009 meetings and looking for innovative ideas. Is there a place you want to tour to see a quality system at work that you want to tour? Do you have a topic you want to speak on? Do you have a speaker for us? Contact the Program Chair, Greg Novacek at greg.novacek@lamresearch.com to share your suggestions!

3) Upcoming Special Events & News: Items of Interest to the Quality Community

- Silicon Valley ASQ Leadership Meeting for January will be held Wednesday, January 7, 2009 at the Biltmore Hotel, 2151 Laurelwood Road, Santa Clara, 6 – 8 PM. Please RSVP to Glenn Hansen at glenn.hansen@thermofisher.com.

Share your voice - participate in your Section planning and activity implementation throughout the year!

- **ASQ Section Volunteer Position Openings** – Come where the action is – be a part of the SV ASQ Section Leadership!

CALL FOR OFFICER NOMINATIONS!

Nominations are opening for 2008-2009 SV ASQ Officers for 2009-2010. Do you want to earn extra RU's, participate in an exciting leadership opportunity, and help build the future quality community of practice? Contact Chandru Idnani, Nominations Chair at cidnani@yahoo.com to apply for a Leadership role!

Officer Elections will be held for:

Chair - Serve as Chief Executive Officer of the section. Oversee all aspects of section management and lead all member leaders. Function as primary contact for regional director and headquarters

Vice Chair – Stand-in for the Chair as required; responsible for specific programs as assigned.

Chair Elect – Prepare to back-up the Chair; responsible for preparing the Section Management Plan for submission and other duties as assigned

Treasurer - Oversee Section funds; maintain accurate Section financial records; and report on financial condition of the Section at times directed by the bylaws and policies and procedures. Some previous financial/Treasurer experience preferred.

Secretary - Document section business and maintain records of the section and serve as the official correspondent of the section.

-Another SV ASQ Member Benefit! Free 1.5 hours course on Introduction to Lean Six Sigma Web-Based Training from <http://www.qualitytrainingportal.com/index.html> to a

program attendee drawn from the SV ASQ fish bowl each month. This course is worth \$35.

The name/email address drawn by the section program chair at the end of the event will be mailed to Govind Ramu who will set up the profile and provide access to the free training.

Introduction to Lean Six sigma Course Objectives:

1. Understand the scope and breadth of a Lean Six Sigma initiative.
2. Gain an understanding of what waste is and how to identify it so that it can be reduced.
3. Become aware of variation and techniques to reduce it.
4. Become familiar with the DMAIC team project model.

5. Be aware of the infrastructure needed to support a Lean Six Sigma effort.

Other small courses the winner can choose from:

Role of a Champion (1/2-credit)

Mapping Office Workflows (1/2-credit)

Lean Process Layouts (Micro-Mapping) (1/2-credit)

Value Streams (Macro-Mapping) (1/2-credit)

Six Sigma Start-Up

- An OFFER for the ASQ Membership: Come get a free 1 ½ hour session with Ingrid Gudenas, one of today's leading experts on the subject of communication skills. At the June ASQ dinner meeting, Ingrid gave a talk on communication that was very well received and she has been asked back in 2008. She has agreed to offer a free, no obligation communication evaluation to this hard working group. This offer will not be available indefinitely, so call us now to reserve your time!

You will get

- An evaluation of your skills by an expert in the subject!

- A detailed look at the 18 skills you need to handle difficult people and situations.

- An answer for what you can do right now that can drastically improve your ability as a communicator.

Write to cris@trainingsuccess.com or call 510-797-6806 right now to schedule an appt with Ingrid. We look forward to meeting you!

- A Complimentary Learning Opportunity!

100% Proficiency® Training - Training for Tomorrow: 100% Proficiency has been used by major corporations in 25 countries. It specifically ensures that training results in employees who are 100% Proficient on the job. This has made a huge difference in improving productivity and quality for manufacturing, IT finance, and other training. Case studies of 100% Proficiency have been published in *Training Magazine* and 3 training textbooks.

Hands-On Demonstration and Workshop - This fast-paced hands-on workshop on the 100% Proficiency System will show you:

How to ensure all employees achieve a standard of 100% Proficiency on the job

How to achieve world class quality through training excellence

How to reduce the time to get new personnel up to 100%

How to ensure that training is fully consistent

How to ensure that all employees follow procedures 100%

How to ensure that training documentation meets 100% standards

How organizational costs can be reduced through training excellence

How to strategically utilize training to impact your company's metrics

How to achieve a financial return on investment in any training that you do

How to evaluate training performance on 6 levels and set a standard of 100% Proficiency

How "learning how to learn" helps employees take more responsibility for training outcomes

This workshop will introduce you to a state-of-the-art training system that reduces training time, as well as ensures 100% Proficiency of your employees. You will see the science and the system needed to achieve 100% Proficiency.

You also will see how making key changes in your training approach gives trainers and managers the control necessary to ensure real proficiency, improve quality, reduce training time, reduce cycle time and increase productivity. The result is higher quality products and service, produced rapidly and in higher volume at the lowest possible cost, as measured by your own metrics.

In addition to a targeted metric impact, you will also see how the system enables you to achieve quality and excellence of work performance like no other training method.

Call now for more information! (510) 797- 6806 or email Cris@trainingsuccess.com

- Other Section Meeting Opportunities

Golden Gate

ASQ Golden Gate calendar of upcoming events on Acteva is available at:

http://www.acteva.com/ttghits.cfm?EVA_ID=8854

Thursday, January 15, 2009 - IT Auditing for GxP Systems and How to Integrate into a Company's IT Continuous Improvement Program, Presented by Armand Mintancian, RCM Practice Lead/Audits and Quality Management Systems. The event will start at 5:30pm and end at 8:00pm. Location: Scott's Restaurant, Jack London Square, Oakland. Dinner will be served. To register for this event: <http://www.acteva.com/booking.cfm?bevalD=171139>

Thursday, February 12, 2009 - Pharamlock, Making Security a Quality Objective for e-Pedigree, Presented by Mike Ahmadi, GraniteKey/Bikash Chatterjee, Pharmatech Associates. Location: Spenger's Restaurant, Berkeley. This will be a be a joint event with the Institute of Supply Management

Pre-registration and Season Passes

Golden Gate Section season passes are still available now on Acteva. Season passes offer you the opportunity to prepay for ASQ Golden Gate 2008-2009 events at a discount. You can purchase the four event pass for \$99.00 or the full season pass for \$150.00 at:

<http://acteva.com/booking.cfm?binid=1&bevalD=163758>

The combined calendar for upcoming SF/Bay Area ASQ events is available at:

<http://upcoming.yahoo.com/group/5069/>

-Northern California Biomedical Discussion Group Meetings - Next Meeting: January 28, 2009, 7 – 9 PM, Topic: Integrating Risk Management with Quality Systems with Geetha Rao, Triple Ring Technologies.

The presentation and discussion will cover interactions between risk management and quality systems processes, opportunities for more integrated processes and for improved effectiveness.

LOCATION: TBD For more information and registration: click

<http://www.asq.org/biomed/index.html>.

- Might you be interested? Silicon Valley Engineering Council Journal

Don Donovan is seeking for articles for the inaugural Silicon Valley Engineering Council EWeek Journal for ASQ and AIAA. An example Journal is provided at:

<http://utahengineerscouncil.org/PUBLISHEDUEC2008JOURNAL.pdf>

The purpose of the 2009 SVEC Journal is to promote the engineering profession among K-12 students, educators, government officials and the general community. The journal will be made up of exciting articles about current leading silicon valley engineering and technology written by silicon valley engineers and scientists. I want to solicit a "Gee Whiz" from the readers.

Distribution: The 2009 Journal will be released in conjunction with the 2009 Engineer's Week Banquet. Printed copies will be provided for all banquet attendees and selected dignitaries (the Governor and the congressional delegation). General distribution will be provided in PDF format to all teachers in California, all SVEC society members and their society national headquarters.

Contents: The journal contents will be one article from each of the member societies making up SVEC. This content may be augmented by larger organizations that have large membership with breadth that can add value to the journal. The goal for the article size is 1500 words with no more

than 4 graphical items (tables, figures or photographs). Each journal article must be a technical topic. An ideal topic could be the use of novel technology or procedure in an engineering project. Alternatively, a brief history of how a technology developed into today's best practices would be acceptable. Any text related to simply bolstering the profession will be deleted; great accomplishments speak for themselves. Directly promoting a firm or product will not be allowed (although encouraged through advertising), and brand names should be avoided. Since the journal is intended to be a positive influence, authors are cautioned to avoid anything that could be construed as political in any fashion (i.e., avoid discussion of currently politically controversial topics).

The articles will be provided in Microsoft Word. Bibliographic references are required in the submittal, but these may be omitted in the release if possible. Originals of tables, figures and pictures must be provided. Please submit materials to donahoe@ieee.org.

- Discover Ways to Improve Your Meeting Effectiveness with Facilitation Training!

ToP Facilitation Methods Courses, February 19-20 in San Francisco and April 2-3 in Oakland. Special course on presenting and managing data on February 6: Making Data Dance. More information at <http://www.strategicfacilitation.com>.

- BioDevice Group Meetings: Networking meetings are held on the 1st, 3rd, and 4th Tuesdays of each month for unemployed biomedical professionals, or people wishing to get into the biomedical industry. Meetings are held at 8:30am at the Sunnyvale Employment Development Campus at 505 West Olive Ave., Room 510, Sunnyvale. Go to <http://www.biodevicegroup.org> for more information.

- American Society for Quality Silicon Valley Section Scholarship and Awards Program – for information on the the Eberhart Memorial Scholarship and the Flaig Prize for Best Quality Paper click on <http://www.asq-silicon-valley.org/content/blogcategory/26/47/>

-Yet another SV ASQ Member benefit – join the Bay Area Linked-in Group and keep in touch with all members of the Bay Area ASQ Sections – Golden Gate, San Francisco and Silicon Valley! Click on <http://www.linkedin.com/groups?gid=146713> and sign up. You can keep in touch, start a discussion around a topic of interest, join in other discussions...

- San Francisco Section: San Francisco, Section: <http://asq-sf.com/>

Other Educational Opportunities

Compliance Media, Inc. offers the following upcoming classes. Check Compliance Media website at <http://www.compliancemediacom.com> for more information regarding the classes.

GCP Clinical Site Auditing, January 6
Deviation and NC Reporting, Root Cause Analysis and Failure Investigations, January 13
Good Manufacturing Practices, January 27 **NEW REGULATIONS!**
Quality Systems for Medical Devices: QSR and ISO13485, February 10
Supplier and Internal Quality Auditing, February 24
Documentation Management, March 10
Quality Tools for Risk Management, March 24

4) Silicon Valley Section Special Interest Meetings

- SSQA MEETING: Tuesday, January 13, 2009, 6:30 to 8:15 pm
Topic: TBA

LOCATION: Hewlett-Packard, Building 48, Oak Room, 19483 Pruneridge Ave (near corner of Wolfe Rd, just off I-280), Cupertino, CA 95014

A map of HP's Cupertino campus is posted on the SSQA home page. The Oak Room is a comfortable 100-seat facility.

SSQA: The Silicon Valley Software Quality Association (SSQA) meets monthly to discuss topics of interest to software quality engineers, testers, and developers. SSQA meetings are FREE, open to the public, and held on the second Tuesday of each month at 6:30 pm on HP's Cupertino campus. No RSVP is necessary. See <<http://www.ssqa-sv.org>>**ssqa-sv.org** for more details. SSQA is also the Software Quality discussion forum of the Silicon Valley section of the American Society for Quality (ASQ); SSQA attendance thus qualifies for RUs towards recertification by ASQ and other professional organizations. <http://www.ssqa-sv.org>

CELEBRATING 21 YEARS OF SSQA!

CONTACT: Ken Doran, ASQ-CSQE, CQMGr, Chair, SSQA, kendoran9@yahoo.com

-Statistics Discussion Group Meeting, January 14, 2008, The Statistics Discussion

Group cordially invites you to attend a free presentation. Agenda: 6:00 to 6:30 pm Introductions and Networking; 6:30 to 7:30 pm Presentation; 7:30 to 8:00 pm Question and Answer Session at Applied Materials, Bowers Cafe (aka Campus Cafe), 3090 Bowers Ave., Santa Clara, CA. 95054

Please forward this invitation to your colleagues, and if possible, RSVP to johnflaig@yahoo.com at least two days prior to the meeting if you plan to attend, so that we can print name tags.

Topic: Topic: Your customers are speaking. Are you listening? With Mr. George Denes

Abstract: One of the hottest phrases in reliability today is "Design for Reliability". Very few people really understand what this means and even fewer understand how to apply at the semiconductor component level. In this presentation, I will address this issue by revealing the basic building blocks of a DfR program for semiconductors. This does not just apply to semiconductor companies, but also applies to any company that is using custom chips and must manage their suppliers.

As with every other type of product, semiconductors require a carefully laid out reliability plan that addresses each phase of the product life cycle. When we do this, we can then integrate this process into the development process to have a very cohesive reliability program. Below, we have described the reliability life cycle process for semiconductor products. As with other types of Design for Reliability programs, we must address this as a phased approach:

In the Development Phase, we use concepts such as Built-In Reliability (BIR), Design for Reliability (DfR), and Design for Testability (DfT). Each of these areas will be covered in this presentation.

Speaker Biography: George has over 30 years of semiconductor industry experience as a reliability and product engineer. He worked with memory products, ASIC, analog, digital and mixed signal circuits. He was very involved with CMOS RF products as well. He is a hands-on engineer, who qualified and released to manufacturing many IC products. He worked at Intel, Motorola, National Semiconductor, Signetics/Phillips, Teradyne, and at small start-up companies (Plus Logic, Chip Express, Amalfi Semi). George designed all required reliability testing hardware (burn-in boards, etc.) and planned and directed all reliability qualification tests, as well as product characterization and volume production testing. He directed all failure analysis of IC devices with Test Engineering and FA laboratories.

Please RSVP <<mailto:johnflaig%40yahoo.com>>johnflaig@yahoo.com at least two days prior to the meeting if you plan to attend, so that we can print name tags.

Our 2009 scheduled speakers and topics: (all meetings are on the second Wednesday of each month)

Jan 14- Mr. George Denes ^ Design for Reliability in the Semiconductor World

Feb 11- Mr. Terry Oldberg ^ Maximizing Knowledge

Mar 11- Mr. Ed Russell ^ TBD
Apr 8- DOE Panel Discussion (Bring your questions)
May 13- Mr. Govind Ramu ^ Innovative approach to FMEA development
Jun 10- Dr. John Flaig ^ A Unifying Process Capability Metric
Jul 8- Joint ASQ and IEEE Reliability Presentation
Dr. Jack Tomsky and Mr. Joe Stampher - Statistical Analysis of Interval Data
Aug 12- Mr. Lester Wollman ^ Data Mining
Sep 9- Dr. Carl Mathia ^ Statistics for Robotics Quality Control
Oct 14- SPC Panel Discussion (Bring your questions)
Nov 11- Mr. Joseph Whitmore and Dr. Jack Tomsky ^ Using Maximum Likelihood Estimation for Complex Sampling Problems , Speakers Dinner

Dec - No Meeting, Happy Holidays!

MEETING LOCATION: Applied Materials, Bowers Cafe (aka Campus Cafe), 3090 Bowers Ave. Santa Clara, CA. 95054 (see directions below)

FOOD AND DRINKS: Pizza and soft drinks are usually available at the meeting (\$5.00 for 2 pieces of Pizza and \$1.00 for drinks - water or cola).

Potential speakers should review our Yahoo Groups website file "Presentation Pointers" to get some helpful suggestions for making a great presentation.

Additional Educational Opportunities in Statistics

- JMP/SAS - JMP offers a free training class on Friday of each week to those interested in leaning about JMP. Please see the JMP website www.JMP.com and search for webinars. They offer an introduction class at 10:00 am. You can also download a free 30 day trial of JMP 7.0 from their website.

- Upcoming Reliability Seminars at Quanta Labs. For more details contact Mr. Terry Liu at: Quanta Laboratories, 3199 De La Cruz Blvd, Santa Clara, CA 95054, Tel: (408) 988-0770
Email: test@quantalabs.com, Website: www.quantalabs.com

- ISO Standards Discussion Group: There will not be a meeting in January.
Are you interested in Standards Topics? Contact Mohammed Kazemi, ISO/Standards Discussion Group Chair at Mohammad.Kazemi@baesystems.com and let him know!

5) Other Section Events

- Scholarships and Awards: The Silicon Valley ASQ Section provides several scholarship and award opportunities. It offers several \$2000 Eberhart scholarships to students attending local colleges. The section also sponsors a Quality paper competition with prizes of \$1000, \$500, and \$250. And an award is also given to Section members who publish quality related articles, papers, or books. Please see the section website for details: <http://www.asq-silicon-valley.org>. This program is administered by Dr. John Flaig.

- SV ASQ Service Opportunities: The Silicon Valley Section of the ASQ is looking for individuals that would be interested in joining the Leadership Committee (LC). The LC sets direction and selects activities for our section. Several positions are available where your skills can be used to manage one of the largest and most active Sections of the American Society for Quality. **We are currently seeking a Section Historian and a Newsletter Editor. For more information please contact the section Chair Ramesh Konda at ramesh.konda@seagate.com.**

6) Newly Certified Members:

The Silicon Valley Chapter of ASQ wishes to congratulate the following members who passed certification examinations October 18, 2008.

Certified Quality Auditor - Biomedical
Lynn Bougie Terry Passarotti
Kiranjit Thiara William Willis

Certified Quality Inspector
Mike Carter

Certified Reliability Engineer
Anuj Awasthi Michael Hmelar
Senan Khairie Inam Ur-Rahman
Ke Zhao

Certified Six Sigma Black Belt
Kim Aglietti Chun Yin Chang
Carmela Sze

Certified Manager of Quality/Organizational Excellence
Mohamed Abouelseoud Gonzalo Asbun
Nahid Jaafari Terry Johnson

Submitted by Donald Mintz, Chief Certification Proctor

7) Latest Member ReCertifications

The Silicon Valley Chapter of ASQ congratulates the following members who are recently recertified in 2008:

Gordon Sparks, CQE; Edward K. Krieger, CQE; Syed Ahmed, CQA; Robert Carl, CSSBB; Robert Omohundro, CQA; Grace Bartoo, CBA; Leanne Chen, CQA; Patricia Mays, CQA, CQM; Behzad Hadzian, CQE; Vikas Jain, CQA, CQE; Josephine Tai, CQA, CBA; Thomas Wolf, CQM; Tamrat Abera, CSQE; Subu Govindaswamy, CQE, CQM; Christopher W. Holscher, CQA; William R. Hufford, CQA, CQE, CBA; Cory Pries, CQA; Helen Sayad, CQA; Gonzalo Asbun, CQE; David E. Bunger, CQA; Warren P. Butts, CQA, CQE, CQM; Eric Darcy, CSSBB; Mirasol de Jesus, CQA, CQE, CRE; Muneera Desai, CSQE/CQM; Maria Janet C. Figueroa, CSQE; Thomas A. Fortson, CQA; Siow-Hui Hau, CQE; Elena Guinto, CQE; Douglas Hoffman, CSQE/CQM; Markus T. Khoo, CQA, CQE; Lyudmila K. Kokish, CQE; Ramesh Konda, CQA, CQE; Anar Kotadia, CQA; Donovan Le, CQE; Eddar Lopez, CQA; Chandrakant K. Mathakia, CQE, CRE; Micahe! Ornelas, CQA; Sam Palmisano, CSQE; Larry Pennington, CSSBB; Michael Peters, CRE; Anisra Preamprasitchai, CQA; Govindarajan Ramu, CQA, CQE, CRE, CQM, CSQE, CSSBB; Jose Ruvalcaba, CQE, CQM, CSBB; Suzanne Suleiman, CQE; Venkatesh Thirunavukkarasu, CRE, CQM; David Tu, CQE, CRE; Shirl K. Whippich, CQM; Robert Wick, CQA; Mary Ellen Williams, CQE, CQM, CSSBB; Arabelle Campo Wilson, CRE; Anna Wylder-Tamura, CQA, CQE, CBA; John Zorich CQE.

8) ASQ Quality Outsourcing Survey

Dear fellow professional,

You may have read the August 2008 Quality Progress article* titled <http://www.asq.org/quality-progress/2008/08/global-quality/in-the-know.html>, "In the Know - Quality in Outsourcing." Based on positive feedback, we plan to expand this content into a Quality Press book covering manufacturing, software, service, process, knowledge and other areas of outsourcing.

So that we can better address the topic, would you please help us understand your experience with outsourcing by taking the following 30-question survey? While we have tried to keep the survey short, we have included a free-text field for you to write about the unique situations and issues you face.

Your answers will be kept anonymous. However, if you are willing to disclose your name, we will acknowledge you in our book. We sincerely thank you for this support.

You can find the survey in the <http://www.asq.org/knowledge-center/global-issues/index.html>
ASQ knowledge Center page:

Direct Link to the

http://www.surveymonkey.com/s.aspx?sm=VJMRoyDp31cCruhC8XrVgw_3d_3d

I welcome our Silicon Valley professionals to participate in this survey and provide your thoughts. Also please feel free to forward the survey link to your management, outsourcing team, supply chain function in your organization and encourage participation. Thanks, Govind.

* ASQ Membership not required. But require a registration (FREE) to access the article.

9) ASQ Certification Courses for 2008 - Current Certification Exam Schedule.

**Check our Certification Calendar: <http://www.asq-silicon-valley.org/content/view/126/37/>
For course schedules.**

Certification Benefits:

Certification is a powerful résumé-building tool you can use to advance your career. ASQ offers a variety of certification programs to meet your needs. In a tough economic climate, it is important for you to improve your worth to your employer and the job market.

Certification allows you to:

Achieve increased proficiency.

Demonstrate professional and personal accomplishment.

Invest in your career and demand top dollar.

Ways your employer benefits from certification:

Employees perfect and share new techniques and emerging technologies with their peers.

Investment in organization's future quality operations.

Knowledgeable employees who assure product and service quality.

Certified employees indicate organizational excellence.

So don't wait, apply for certification today! **You will need to apply by January 16th to take part in the March 7th exams.** If you're an ASQ member, you'll save money on the application fee.

Contact Don Evans at dfevans-1@comcast.net to register for a class. If your company can sponsor classes with conference room space that can be used as a class room please let Don Evans know. Discounts are available for students from the sponsoring company. Classes maybe canceled due to insufficient registration. Registration forms will be sent by return E-mail.

Note: Certification Courses assume participants have had experience in the field they are preparing for and are directed specifically to certification test preparation.

Check the SV ASQ web site for the 2009 schedule.

<http://www.asq-silicon-valley.org/content/category/5/19/37/>

10) Technical Courses (includes Biomedical and other Courses) for 2009 Schedule

The Biomedical course schedule and descriptions is available to download on the SV ASQ website http://www.asq-silicon-valley.org/component/option,com_docman/task,cat_view/gid,38/Itemid,31/.

Contact Jim Bischof at JBischof01@aol.com to register for all courses and/or for a copy of the course schedule. Include your name, home and work addresses, home phone, work phone, and e-mail address. For questions about the biomedical classes, contact jbischof01@aol.com.

In Closing, remember to RSVP for the January 21 Dinner Forum at <http://www.asq-silicon-valley.org> - and join us in our continuing celebration of our 43rd Anniversary - 43 Years of Quality!

"Now is the time to make real the promise of democracy and transform our pending national elegy into a creative psalm of brotherhood." Martin Luther King, Jr.

Please send inputs and comments to the SV ASQ ENEWS Editor, m.shovlin@comcast.net.
Compliance with the Can-Spam Act of 2003: This email is being sent in the course of normal Silicon Valley Section #0613 business to the email address of record. We are not responsible for forwarded emails. If you no longer want to receive email communications from Section #0613, please unsubscribe through the link below and through the ASQ website <http://www.asq.org>.